

RESOLUTION NO. 12-2026

A RESOLUTION OF THE CITY COUNCIL OF THE CITY OF MESQUITE, TEXAS, ADOPTING STAR TRANSIT POLICY #119, TITLE VI PROGRAM, AS UPDATED ON APRIL 21, 2026, APPLICABLE TO ALL CITY OF MESQUITE PUBLIC TRANSIT SERVICES.

WHEREAS, Title VI of the Civil Rights Act of 1964 ensures that public transportation and other Federal Transit Administration (“FTA”) funded services to the public are provided without regard to race, color, and national origin; and

WHEREAS, FTA issued Circular 4702.1B in 2012 which requires recipients of FTA funds to submit a Title VI Program every three years; and

WHEREAS, the City of Mesquite (“City”) contracts with STAR Transit, a Texas Rural Public Transportation District (“STAR Transit”), for public transportation services; and

WHEREAS, STAR Transit adopted Policy #119, Title VI Program, as established on April 14, 2014, updated on May 18, 2021, updated on March 21, 2023, and updated on April 21, 2026; and

WHEREAS, STAR Transit’s updated Policy #119 adheres to FTA Circular 4702.1B Title VI Program requirements; and

WHEREAS, the FTA requires that STAR Transit’s updated Policy #119 be approved by the governing body of the City.

NOW, THEREFORE, BE IT RESOLVED BY THE CITY COUNCIL OF THE CITY OF MESQUITE, TEXAS:

SECTION 1. The STAR Transit Policy #119, Title VI Program, as updated on April 21, 2026, and attached hereto as Exhibit A, applicable to all of the City of Mesquite’s public transit services, is hereby approved and adopted.

DULY RESOLVED by the City Council of the City of Mesquite, Texas, on the 4th day of May 2026.

Signed by:  
*Daniel Alemán, Jr.*  
D999585317D142B...

Daniel Alemán, Jr.  
Mayor

ATTEST:  
DocuSigned by:  
*Sonja Land*  
C2518095973F46A...

Sonja Land  
City Secretary

APPROVED AS TO LEGAL FORM:  
Signed by:  
*David Paschall*  
666E18891208434...

David Paschall  
City Attorney



**Policy # 119**  
**Title VI Program**  
 Established: 4/14/2014

**Exemptions from this Policy:**

There will be no exemptions to this policy.

**Refresh Schedule:**

All policies and referenced documentation identified in this policy will be subject to review and possible revision annually or upon request by the Board of Directors, Federal Transit Administration and/or the Department of Transportation.

**Policy Revision Log:**

Change Date	Change Description	Author and Organization	Board Chairman Signature
6/10/2014	FTA Requirements	Teresa Elliott	See Board Minutes
12/16/2014	TxDOT Recommendations	Teresa Elliott	See Board Minutes
05/12/2015	TxDOT Recommendations	Teresa Elliott	See Board Minutes
9/20/2016	TxDOT Recommendations	Teresa Elliott	See Board Minutes
4/16/2019	Three Year Review and Update	Teresa Elliott	See Board Minutes
5/18/2021	Annual Review and Update w/ FTA Requirements	Teresa Elliott	See Board Minutes
3/21/2023	FTA Suggestions for Revision	Teresa Elliott	See Board Minutes
4/21/2026	Federal Regulations Change and 3 yr Update	Teresa Elliott	<i>Carrie F. Coyle</i>

Ref: FTA Circular 4702.1B Title VI and Title VI Requirements and Guidelines for Federal Transit Administration Recipients.

Chapter III – Section 4: REQUIREMENT TO PREPARE AND SUBMIT A TITLE VI PROGRAM; states "For all recipients (including sub-recipients), the Title VI Program must be approved by the recipient's Board of Directors or appropriate governing entity or official(s) responsible for policy decisions prior to submission to FTA"

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## **SECTION 1 TITLE VI PROGRAM**

### **1.1 PURPOSE**

The purpose of this policy is to establish guidelines to effectively monitor and ensure that the STAR Transit program is in compliance with all of FTA Title VI requirements and regulations in order to follow the provisions of the Department of Transportation's (DOT) Title VI Regulations at 49 CFR Part 21.

### **1.2 POLICY**

STAR Transit ensures that its programs, policies, and activities comply with the Department of Transportation's (DOT) Title VI regulations. STAR Transit is committed to creating and maintaining public transit service that is free of all forms of discrimination. STAR Transit will take whatever preventive, collective and disciplinary action necessary for behavior that violates this policy or the rights and privileges it is designed to protect. STAR Transit will perform a full review of their Title VI Program every three (3) years or as otherwise directed by FTA.

STAR Transit is a sub recipient of Federal financial assistance and does not receive direct funds from the Federal Transportation Administration (FTA) therefore; STAR Transit has no sub recipients to provide assistance to and/or monitor.

STAR Transit will provide an annual Title VI certification and assurance. To ensure accordance with 49 CFR Section 21.7, STAR Transit shall make all certifications and assurances as required by the Texas Department of Transportation (TxDOT).

STAR Transit will notify beneficiaries of protection under Title VI. In order to comply with 49 CFR Section 21.9(d), recipients shall provide information to the public regarding their Title VI obligations and apprise members of the public of the protections against discrimination afforded to them by Title VI. STAR Transit shall disseminate this information to the public through measures that can include but shall not be limited to posting on website, at Operations Center and in vehicles.

In order to comply with 49 CFR Section 21.9(b), STAR Transit will investigate, and track Title VI complaints filed and shall make procedures for filing a complaint available to members of the public upon request. STAR Transit supervisors shall take complaints and then forward them to the Title VI Complaint Coordinator, who will categorize, track, and develop responses.

In order to comply with 49 CFR Section 21.9(b), STAR Transit shall prepare and maintain a list of any active investigations, lawsuits, or complaints naming an alleged discrimination on the basis of race, color, or national origin. This list shall include the date of the investigation, lawsuit, or complaint was filed; a summary of the allegation(s); the status of the investigation, lawsuit, or complaint; and actions taken by the recipient in response to the investigation, lawsuit, or complaint. STAR Transit Title VI Complaint Coordinator maintains these files. STAR Transit has had one (1) Title VI investigations, complaints, or lawsuits as of the date of this policy.

STAR Transit will take responsible steps to ensure meaningful access to the benefits, services, information, and other important portions of their programs and activities for individuals who are Limited English Proficient (See STAR Transit LEP Program - Attached as Exhibit A). STAR Transit will produce materials and information based on the LEP Program for the appropriate languages in our

service area. Transit operators and dispatchers have access to Spanish language translations of commonly used phrases. When involved with public outreach activities STAR Transit will ensure Limited English Proficient customers have access to services. information in another language and/or in other formats can be obtained by contacting the Title VI Complaint Coordinator. STAR Transit Title VI Complaint Coordinator is available to provide additional information as needed and to respond to any inquiry.

#### Interim Update – 2026

- i. This Plan was updated in add Month and Year to align with Executive Orders relative to Title VI activities, as described below:

On January 21, 2025, Executive Order (EO) 14173 (Ending Illegal Discrimination and Restoring Merit-Based Opportunity) was signed.

This EO revoked EO 12898 of February 11, 1994, (Federal Actions to Address Environmental Justice in Minority Populations and Low-Income Populations)

- ii. To comply with EO 14173 all discussions of policy and procedure related to EO 12898 have been removed.

On March 1, 2025, EO 14224 (Designating English as the Official Language of the United States) was signed.

This EO revoked EO 13166 of August 11, 2000 (Improving Access to Services for Persons with Limited English Proficiency).

EO 14224 does not require changes, removal, or otherwise stop production of documents, products or other services prepared or offered in languages other than English.

### **1.3 GOVERNING BOARD**

STAR Transit is governed by a Board of Directors.

### **1.4 RESPONSIBILITIES**

STAR Transit currently employs 100 transit-related employees. STAR Transit's services include demand response and one (1) fixed route. All employees of STAR Transit shall follow the intent of these guidelines in a manner that reflects STAR Transit policy. Supervisors and managers receiving information regarding violation(s) of this order shall pass on the person's name, phone number, etc. to the Title VI Complaint Coordinator who shall determine if there is any basis for the allegation and shall proceed with resolution as stated in the sections *Supervisor Responsibility and/or Investigation or Complaints and Appeal Process*.

### **1.5 SUPERVISOR RESPONSIBILITY**

Each supervisor shall:

- Ensure that there are no barriers to service or accommodation that would prevent public transit usage or access.
- Train subordinates as to what constitutes discrimination and barriers to access.
- Take prompt and appropriate action to avoid and minimize the incidence of any form of

discrimination.

- Notify the Title VI Complaint Coordinator in writing of the circumstances surrounding any reported allegations of discrimination no later than the next business day.

### **1.6 INVESTIGATIONS OF COMPLAINTS AND APPEALS PROCESS**

Various methods of resolution exist. If a customer feels that her/his accommodation request and/or access to public transportation was denied, based on race, color or national origin', customer may file a complaint up to one hundred and eighty days (180) days from date of the alleged incident through the following process:

- Submit a Title VI Complaint Form (See Exhibit C).
- Phone the Title VI Complaint Coordinator at 469-474-2309.
- Fax written complaint to 972-563-0048.
- E-mail the Title VI Complaint Coordinator at email [telliott@STARtransit.org](mailto:telliott@STARtransit.org).
- Mail written complaint to STAR Transit, Title VI Complaint Coordinator, and P.O. Box 703, Terrell, TX 75160.
- File a complaint with TxDOT Civil Rights Division, Attn: Title VI Program Administrator: 125 E 11<sup>th</sup> Street, Austin, TX 78701.
- A complainant may file a complaint directly with the Federal Transit Administration by filing a complaint with the Office of Civil Rights, Attention: Title VI Program Coordinator, East Building, 5th Floor-TCR, 1200 New Jersey Ave., SE, Washington, DC 20590.
- A complaint form can be located at 500 Industrial Blvd, Terrell, TX 75160, [www.STARtransit.org](http://www.STARtransit.org) or requested from a driver.
- *If you need information in another language, please call 877-631-5278*
- *Si necesita información en un otro idioma, llame al 877-631-5278.*

The Title VI Complaint Coordinator will contact the applicant and/or representatives within ten (10) calendar days of receiving the request. The Title VI Complaint Coordinator will contact the complainant in writing for additional information, if needed to investigate the complaint. A TxDOT Public Transportation Coordinator (PTC) will be notified within ten (10) business days of receiving a complaint. The notification to the TxDOT Public Transportation Coordinator will include paper or electronic copy of complaint form. If the complainant fails to provide the requested information in five (5) business days, the Title VI Complaint Coordinator may administratively close the complaint. The applicant can waive personal appearance in preference of a phone review followed by written determination. The applicant may submit documents or other information to be included with the record and considered in the review process.

The Executive Director and the Title VI Complaint Coordinator will investigate the complaint and make a determination within thirty (30) calendar days of receipt of the complaint or within thirty (30) calendar days of receiving requested information. Formal investigation of the complaint will be confidential and will include, but is not limited to, details of the specific incident, frequency and dates of occurrences and names of any witnesses. The complainant will be notified of resolution accompanied with a written report including a summary description of the incident, findings and recommendations.

If the complainant is not satisfied with the resolution, an appeal process is available. An appeal request for review of a determination of unlawful denial of access or accommodation to public transportation must be filed, in writing, within sixty (60) calendar days of receiving the resolution report. The written appeal must include the customer's name, address, and telephone contact

number. A statement of reason(s) why the applicant believes the denial of accommodation request or access to public transportation was inappropriate is recommended.

A record of the review will be kept by the Title VI Complaint Coordinator. If the complaint is not resolved by STAR Transit staff, it may be taken to the STAR Transit Board for an appeal and final decision on what action, if any, shall be taken in response to the complaint and the complainant will be notified. If the matter cannot be resolved, the complainant will be informed of his/her right to appeal to:

Federal Transit Administration – Office of Civil Rights  
Attention: Title VI Program Coordinator, East Building, 5th Floor -TCR 1200 New Jersey Ave., SE.  
Washington, DC 20590

Texas Department of Transportation – Civil Rights Division  
Attention: Title VI Program Administrator  
125 E. 11<sup>th</sup> Street, Austin, TX 78701

Anyone needing special accommodation may contact the Title VI Complaint Coordinator at 469-474-2309 for assistance.

The right of the appellant to a prompt and equitable resolution of the complaint must not be impaired by the appellant's pursuit of other remedies, such as filing of a complaint with the Department of Justice or other appropriate federal agency or the filing of a suit in state or federal court. Use of this procedure is not a prerequisite to the pursuit of other remedies.

### **1.7 DISPOSITION OF COMPLAINTS**

- *Sustained Complaints*- If the complaint is substantiated, this policy and procedure prohibiting discrimination will be reviewed with the offender. Appropriate disciplinary action and/or training will be taken pursuant to STAR Transit's disciplinary procedures.
- *Un-sustained Complaints*- If there is insufficient evidence to either prove or disprove the allegation(s) both parties to the complaint will be informed of the reason(s) for this disposition.
- *Unfounded Complaint*- If it is determined that an act replied pursuant to this policy/procedure did not in fact occur, a finding of unfounded shall be made.
- *Exonerated Complaints*- If it is determined that an act reported pursuant to this policy/procedure did in fact occur but was lawful and proper within the guidelines established herein, a finding of exonerated shall be made.

## SECTION 2

### POLICY ON PUBLIC PARTICIPATION AND COMMENT

STAR Transit is committed to providing an open and visible decision-making process to which populations served have equal access. It is the policy of STAR Transit to actively solicit the involvement of citizens in the public decision-making process, through public notification, media exposure, neighborhood meetings, and public hearings.

Further, it is the policy of STAR Transit to offer early and continuous opportunities for the public to be involved in the identification of social, economic, and environmental impacts of proposed transportation decisions. This includes seeking out and considering the viewpoints of minority, low-income, and Limited English Proficiency (LEP) populations (as well as older adults and people with limited mobility) in the course of conducting public outreach activities, consistent with Federal Transit Administration (FTA) Circular 4702.1B ("Title VI Requirements and Guidelines for Federal Transit Administration Recipients").

These processes pertain but are not limited to such a time when STAR Transit intends to increase the basic fare structure or decrease service. The law does not require that fare decreases, service increases, or "special fares" be preceded by public comment. For service decreases, the requirement applies to "service reductions" only. A service reduction is any service offered previously and is no longer in the scope of daily business practices.

#### 2.1 PUBLIC INVOLVEMENT PLAN

When a project, program or issue may have identifiable impacts on a service area, a Public Involvement Plan shall be created at the beginning of the project or program. The plan shall be designed to:

1. Ensure responsiveness to the level of interest and concern expressed by the public;
2. Ensure visibility and understanding by the agencies, groups and individuals who may participate; and
3. Ensure that public involvement is carefully and systematically included as part of the decision-making process.

STAR Transit will provide an opportunity for public involvement prior to any service changes. This will be conducted by STAR Transit staff and will be open to the public. The comments, concerns and questions will be recorded and reviewed at the appropriate time whether at the public hearing or board of directors meeting. Public notices, public hearing transcripts, letters from the public, summaries of public meetings, and board minutes are sources of information and documents that will be used in the decision-making process and kept on file for five (5) years.

The Public Involvement Plan for STAR Transit's initiated projects will be reviewed and approved by the Executive Director prior to implementation.

#### 2.2 PUBLIC INVOLVEMENT PRINCIPALS

The following principles will be used to develop the Public Involvement Plan for STAR Transit projects and programs:

- When a project may affect a neighborhood, special neighborhood meetings will be scheduled early in the project planning process. Notices will be sent to organized neighborhood groups and any individual who has requested notification.

- All public hearing notices shall be written in clear, concise, and understandable language and will incorporate graphics when it aids the message. The notices will be clearly identified as a STAR Transit notice.
- The Public Involvement Plan will reflect STAR Transit's policy to provide early and continuous opportunities for the public to be involved in the identification of the impacts of proposed decisions. It will also reflect the STAR Transit's policy to seek out the viewpoints of minority, low-income, and Limited English Proficiency (LEP) populations, as well as older adults and people with limited mobility, in the course of conducting public outreach and involvement activities, consistent with the STAR Transit's Title VI Program, on access for individuals with Limited English Proficiency, and U.S. Department of Transportation (DOT) LEP Guidance.
- The Public Involvement Plan will be tailored to the populations affected and the type of plan, program, or service under consideration.
- Public meetings will be held in locations that are accessible to transit riders and people with disabilities and will be scheduled at times that are convenient for members of the public.
- Public meetings and hearings will be broadly advertised in the community (e.g., through posters, onboard buses and at major transit stops and facilities, the bus website, local print media, social media, and email notification to the STAR Transit's outreach mailing list) and notification will be provided regarding the availability of language assistance.

### **2.3 TARGETED PUBLIC OUTRACH TO MINORITY AND LIMITED ENGLISH PROFICIENCY (LEP) POPULATION**

At a minimum, staff will implement the strategies identified, including holding public meetings in locations that are accessible to transit riders and people with disabilities, scheduling meetings at times that are convenient for members of the public, advertising meetings and hearings, and providing notice of the availability of language assistance.

In addition, STAR Transit staff should consider implementing the following public engagement strategies to complement the minimum requirements, as appropriate to the plan, project, or service:

- Using supplemental outreach strategies such as surveys regarding STAR Transit projects or proposed service changes.
- Partnering with community organizations to engage members of the public who are less likely to attend traditional public meetings through means such as surveys and focus groups. STAR Transit maintains a list of current and potential future community partners.
- Attending community events and meetings of neighborhood associations, faith-based organizations, advocacy groups, and other groups to solicit feedback from diverse members of the public.
- STAR Transit staff may consult FTA Circular 4703.1 ("Environmental Justice Policy Guidelines for Federal Transit Administration Recipients") for additional strategies that may be incorporated into the Public Involvement Plan.

## 2.4 SUMMARY OF OUTREACH EFFORTS SINCE LAST PLAN UPDATE

<b>STAR TRANSIT</b>		<b>STAR Transit Community Outreach</b>	
<b>DATE</b>	<b>SERVICE AREA</b>	<b>EVENT</b>	<b>PARTICIPATION DISCRPTION</b>
1/7/2024	-	103 <sup>rd</sup> Transportation Research Board Annual Meeting, Washington, DC	Speaker: Tommy H.
1/17/2024	DeSoto	DeSoto Coad Quarterly Meeting	Attendee: Kim B. & Antonio H.
1/25/2024	Mesquite	Mesquite Chamber Luncheon 2023 Business Retention and Expansion Awards	Attendee: Kim B.
2/5/2024	Balch Springs	Balch Springs Library Community Resource Fair	Marketing Booth
2/8/2024	DeSoto	State of the City Address	Table Sponsor/Attendee
2/20/2024	Balch Springs	Balch Springs State of the City	Attendee: Kim B.
2/22/2024	Cedar Hill	Cedar Hill Mayor State of the City Address	Attendee: Kim B. & Tommy Henricks
2/28/2024	Balch Springs	2023 Balch Springs EDC Business Summit	Sponsor/Attendee
3/1/2024	-	Urban Summit Mobility and Transportation Panel	Speaker: Tommy H.
3/2/2024	Cedar Hill	Cedar Hill Block Party	Marketing Booth
3/4/2024	Terrell	Terrell Chamber's 115th Membership Meeting & Industrial Recognition Luncheon	Attendee: Kim B.
3/6/2024	DeSoto	DeSoto Senior Center	Speaker: Kim B.
3/22/2024	Kaufman County	Children's Advocacy Center of Kaufman County Bingo Night	In Vogue Sponsor/Attendee
4/19/2024	Inland Port	7th Annual Inland Port Symposium	Sponsor/Attendee
4/25/2024	Cedar Hill	Cedar Hill Chamber of Commerce Annual Meeting	Attendee: Kim B.
4/26/2024	Terrell	Behavioral Health Leadership Board (Terrell State Hospital)	Attendee: Kim B. & Antonio H.
4/26/2024	Mesquite	Sharing Life Grand Opening	Attendee: Tommy H.
5/2/2024	Forney	Forney Chamber of Commerce Monthly Luncheon	Attendee: Kim B.
5/3/2024	Mesquite	Mesquite Chamber of Commerce Golf Tournament	Sponsor/Attendee
5/4/2024	Seagoville	15th Annual Mayfest	Sponsor
5/14/2024	DeSoto	DeSoto Senior Symposium & Health Fair	Marketing Booth
5/21/2024	Royse City	Royse City Chamber of Commerce Awards Luncheon	Attendee: Antonio H. & Lisa Stuart
5/23/2024	Rockwall	Senior Living True Talk Series - Rockwall	Speaker: Kim B.
6/6/2024	Kaufman County	Kaufman County Leadership - Transportation	Speaker: Kim B.
6/10/2024	Balch Springs	Balch Springs City Council Meeting	Speaker: Kim B.
6/26/2024	-	North Texas Mobility Leadership Circle - Dallas County	Attendee: Kim B.
6/26/2024	Mesquite	Mesquite Senior Advocate Alliance	Attendee: Kim B.
7/2/2024	Forney	Forney Chamber of Commerce Monthly Luncheon	Attendee: Kim B.
7/10/2024	Mesquite	North Texas Mobility Leadership Circle - Dallas County	Speaker: Kim B.
7/23/2024	Duncanville	Duncanville CEDC Presentation	Speaker: Kim B.
7/25/2024	Duncanville	First Baptist Church Group	Speaker: Kim B.
7/26/2024	-	TEX-21 Statewide Meeting	Speaker: Tommy
8/6/2024	Duncanville	City Council Presentation	Speaker: Kim B.
8/8/2024	Kaufman	Kaufman Chamber of Commerce Economic Summit	Sponsor/Attendee
8/10/2024	Balch Springs	Balch Springs Back to School Event	Sponsor
8/14/2024	Balch Springs	Balch Springs EDC Type B Board	Speaker: Kim B.
8/17/2024	Mesquite	Sharing Life 25th Anniversary Gala	Sponsor/Attendee
8/19/2024	Terrell	Terrell Chamber of Commerce Monthly Membership Meeting	Attendee: Kim B.
8/19/2024	DeSoto	DeSoto City Council Meeting	Speaker: Kim B.
8/21/2024	Cedar Hill	Cedar Hill Annual Senior Information and Wellness Expo	Marketing Booth
8/22/2024	Mesquite	Mesquite Chamber of Commerce Monthly Membership Luncheon	Attendee: Kim B.
8/28/2024	Terrell	Terrell State Hospital Replacement Hospital Groundbreaking	Attendee: Tommy H., Kim B., Antonio H.
8/28/2024	DeSoto	DeSoto Coad Quarterly Meeting	Attendee: Kim B. & Antonio H.
9/5/2024	Forney	Forney Chamber of Commerce Monthly Luncheon	Attendee: Kim
9/6/2024	Rockwall	Rockwall Senior Resource Fair	Marketing Booth
9/11/2024	Forney	Forney Chamber of Commerce Career Expo	Marketing Booth
9/16/2024	Duncanville	Hispanic Heritage Festival	Sponsor/Parade
9/18/2024	Inland Port	Industry Roundtable: Access Regional Talent	Attendee: Antonio H.
9/18/2024	Mesquite	MSAA Active Adult Health & Wellness Fair	Marketing Booth
9/20/2024	-	Transit Coalition of North Texas Luncheon	Attendee: Tommy H. & Kim B.
9/21/2024	Fate	Celebrate Fate Event	Sponsor/Shuttle
9/23/2024	Terrell	Terrell Kwan's Golf Tournament	Sponsor
9/30/2024	Cedar Hill	Cedar Hill Chamber of Commerce Golf Tournament	Hole Sponsor
10/3/2024	Seagoville	37th Annual Seagoville	Sponsor
10/3/2024	Rockwall	Rockwall County Library Fall Community Festival	Marketing Booth
10/8/2024	Kaufman County	Annual Kaufman Co. Resource & Transition Fair Invitation	Marketing Booth
10/10/2024	Seagoville	Senior Center Health/Community Fair	Marketing Booth
10/12/2024	Cedar Hill	Country Day on the Hill	Sponsor
10/16/2024	Mesquite	Leadership Mesquite	Speaker: Kim B.
10/16/2024	Mesquite	Mesquite Senior Advocate Alliance Meeting	Attendee: Kim B.
10/17/2024	Kaufman County	FBC Kaufman Senior Wellness Conference	Marketing Booth
10/19/2024	Royse City	Royse City FunFest	Sponsor
10/23/2024	Forney	Forney ISD - Battle of the Blooms	Individual Award Sponsor
10/24/2024	Mesquite	Disability Awareness Fair - Dallas College	Marketing Booth
10/25/2024	Kaufman County	Kaufman County Senior Picnic	Marketing Booth
11/20/2024	Terrell	Emergency Evacuation Plans Roundtable - Terrell	Attendee: Lisa S. & Antonio H.
11/28/2024	Kaufman County	The Center - 4th Annual Kaufman Turkey Trot	Sponsor
12/5/2024	Seagoville	City of Seagoville Christmas Luncheon	Sponsor
12/6/2024	Duncanville	Holiday in the Park	Sponsor/Parade

<b>STAR TRANSIT</b>		<b>STAR Transit Community Outreach</b>	
<b>DATE</b>	<b>SERVICE AREA</b>	<b>EVENT</b>	<b>PARTICIPATION DISCRPTION</b>
1/7/2025	Duncanville	Duncanville City Council Briefing	Speaker: Kim B.
1/15/2025	DeSoto	DeSoto COAD Quarterly Meeting	Attendee: Kim B. & Antonio H.
1/23/2025	Mesquite	Mesquite Chamber Luncheon 2023 Business Retention and Expansion Awards	Attendee: Kim B.
1/23/2025	Terrell	Terrell EDC Roundtable	Hosted by STAR Transit
1/27/2025	Inland Port	BSWP Passing of the Gavel Luncheon	Attendee: Tommy H. & Kim B.
2/4/2025	Cedar Hill	Cedar Hill Chamber of Commerce Annual Meeting	Attendee: Kim B. & Antonio H.
2/5/2025	Hutchins	Virtual Public Meeting – Discontinuation of Hutchins Shuttle Route 401	
2/6/2025	Fomey	Forney Chamber of Commerce Monthly Luncheon	Speaker: Kim B.
2/8/2025	Mesquite	Mesquite Heart Board Gala	Donation
2/10/2025	Terrell	Terrell Chamber's 117th Membership Meeting & Industrial Recognition Luncheon	Attendee: Kim B. & Lisa S.
2/11/2025	Balch Springs	Balch Springs State of the City	Attendee: Kim B. & Antonio H.
2/13/2025	DeSoto	State of the City Address	Table Sponsor/Attendee
2/18/2025	Terrell	Terrell Kiwanis Monthly Luncheon	Speaker: Kim B.
2/18/2025	Kaufman County	Kaufman County Day in Austin	Sponsor
2/25/2025	Terrell	Kiwanis Pancake Day	Placemat Sponsor
2/26/2025	Balch Springs	2025 Balch Springs EDC Business Summit	Sponsor/Attendee
2/27/2025	Cedar Hill	Cedar Hill Mayor State of the City Address	Attendee: Kim B. & Tommy H.
2/28/2025	Cedar Hill	A Night in Monte Carlo - CH Shares Food Pantry	Sponsor
3/1/2025	Cedar Hill	Cedar Hill Block Party	Marketing Booth
3/15/2025	Kaufman County	Senior Connect - Friendly 5k	Smelly Cat Sponsor
3/24/2025	Kaufman County	REACH Casino Night	Attendee
4/12/2025	Kaufman County	Children's Advocacy Center of Kaufman County Bingo Night	Posh Sponsor/Attendee
4/17/2025	Mesquite	Autism Awareness Fair, Dallas College – Eastfield Campus	Marketing Booth
4/19/2025	Fomey	Forney Chamber of Commerce Friday Feature	Social Media Post
4/22/2025	Inland Port	8th Annual Inland Port Symposium	Sponsor/Attendee
4/24/2025	Best Southwest	2025 R.E.D. Summit Luncheon	Attendee: Kim B. & Tommy H.
4/24/2025	Terrell	Terrell Jubilee	Transportation Sponsor
4/29/2025	Dallas County	North Texas SE Region Mental Health Forum	Marketing Booth
5/1/2025	Forney	Forney Chamber of Commerce Monthly Luncheon	Attendee: Kim B.
5/1/2025	Seagoville	16th Annual Mayfest	Sponsor
5/5/2025	Kaufman County	Kaufman Chamber of Commerce Golf Tournament	Hole Sponsor
5/6/2025	Cedar Hill	Mayor Stephen Mason Elevate Effect: Cedar Hill's Official Podcast	Guest: Tommy H. & Kim B.
5/9/2025	Mesquite	Mesquite Chamber of Commerce Golf Tournament	Tee Box Host
5/13/2025	DeSoto	DeSoto Senior Symposium & Health Fair	Marketing Booth
5/20/2025	Mesquite	MSSA Older Americans Month Cookout	Sponsor/Attendee
5/29/2025	Balch Springs	15 <sup>th</sup> Annual Balch Springs Chamber Celebrity Golf Tournament	Tee Box Host
6/5/2025	Kaufman County	Kaufman County Leadership - Transportation	Speaker: Kim B.
6/14/2025	Best Southwest	Best Southwest Juneteenth Celebration	Sponsor
6/16/2025	Lancaster	Lancaster City Council Meeting	Speaker: Kim B.
7/7/2025	Seagoville	Seagoville City Council Meeting	Speaker: Kim B.
7/8/2025	Balch Springs	Balch Springs Type B Board Meeting (Transit Update)	Speaker: Kim B.
7/8/2025	Balch Springs	Balch Springs EDC Type B Board Meeting	Speaker: Antonio/Tommy
7/12/2025	Balch Springs	Balch Springs Community Resource Fair	Marketing Booth
7/14/2025	DeSoto	DeSoto City Council Meeting	Speaker: Tommy H.
7/21/2025	Mesquite	Mesquite City Council Meeting	Speaker: Tommy H./Kim B.
7/30/2025	Terrell	Terrell EDC Leadership Summit	Attendee: Kim B./Lisa S.
8/6/2025	Terrell	Terrell Senior Terraces Community Meeting	Speaker: Kim B.
8/7/2025	Kaufman County	Kaufman Chamber of Commerce Economic Summit	Sponsor/Attendee
8/16/2025	Mesquite	Sharing Life Gala	Sponsor/Attendee
8/20/2025	Cedar Hill	Cedar Hill Annual Senior Information & Wellness Expo	Marketing Booth
8/20/2025	DeSoto	DeSoto COAD Quarterly Meeting	Attendee
8/21/2025	Dallas County	Dallas County District 3 Cities Mtg - Transportation Initiatives in the S. Dallas County	Attendee
8/22/2025	Mesquite	Mesquite Chamber of Commerce Barrel & Business Clay Shoot	Sponsor
8/25/2025	Wilmer	Wilmer Public Meeting Hutchins, Lancaster & Wilmer Transit Updates	Speaker: Kim B.
8/28/2025	Inland Port	Inland Port TMA Board Meeting	Speaker: Kim B.
8/29/2025	Inland Port	Virtual Public Meeting – Hutchins, Lancaster & Wilmer Transit Updates	Speaker: Kim B.
9/5/2025	Rockwall	Rockwall Senior Resource Fair	Marketing Booth
9/9/2025	Lancaster	Lancaster Town Hall - District 1 (Carol Strain-Burk)	Speaker: Kim B.
9/10/2025	Lancaster	Lancaster Public Meeting Hutchins, Lancaster & Wilmer Transit Updates	Speaker: Kim B.
9/11/2025	Hutchins	Hutchins Public Meeting Hutchins, Lancaster & Wilmer Transit Updates	Speaker: Kim B.
9/16/2025	Lancaster	Lancaster Town Hall - District 5 (Mitchell Cheatham)	Speaker: Kim B.
9/17/2025	Rockwall	Rockwall Chamber of Commerce September Partnership Breakfast	Attendee: Kim B.
9/18/2025	Forney	Forney Job Fair & Business Expo	Marketing Booth
9/18/2025	Mesquite	MSAA Active Adults Health & Wellness Expo	Marketing Booth
9/23/2025	Cedar Hill	Cedar Hill City Council Meeting	Speaker: Tommy H./Kim B.
9/25/2025		Transit Coalition of North Texas Annual Luncheon	Attendee
9/30/2025	Lancaster	Lancaster Town Hall - District 6 (Betty Gooden Davis)	Speaker: Kim B.
10/1/2025	Forney	Forney Chamber of Commerce October Partnership Lunch	Attendee
10/9/2025	Mesquite	Eastfield Disability Awareness Resource Fair	Marketing Booth
10/9/2025	Rockwall	Rockwall County Community Resource Festival	Marketing Booth
10/16/2025		Feonix - Mobility Rising   North Texas Mobility Leadership Circle	Speaker: Kim B.
10/17/2025	Kaufman County	Senior Connect Senior Picnic	Marketing Booth
10/21/2025	Lancaster	Lancaster Town Hall District 4 (	Speaker: Kim B.
10/22/2025		October NCTCOG Regional Mobility Manager Meeting	Attendee
10/23/2025	Seagoville	Seagoville Senior Center Health/Community Fair	Marketing Booth
10/23/2025	Mesquite	Mesquite Chamber - October Monthly Luncheon	Attendee
11/1/2025	Lancaster	Lancaster Town Hall District 2	Speaker: Kim B.
12/4/2025		SEATA/BSW Meeting/Lunch	Attendee
12/4/2025	Forney	Forney December Partnership Winter Awards Banquet 2025	Sponsor/Attendee
12/5/2025	Best Southwest	Best Southwest Passing of the Gavel Luncheon	Attendee
12/12/2025	Terrell	Christmas Tree Lighting Event	Sponsor

<b>STAR TRANSIT</b>		<b>STAR Transit Community Outreach</b>	
<b>DATE</b>	<b>SERVICE AREA</b>	<b>EVENT</b>	<b>PARTICIPATION DISCRPTION</b>
1/9/2026	Rockwall	Alders @ Rockwall Senior Living Apartments	Speaker: Kim B.
1/13/2026	Rockwall	Rockwall County Commissioner's Court Meeting	Presenter: Tommy H. & Kim B.
1/15/2026	Lancaster	Lancaster State of the City Luncheon	Attendee: Tommy H. & Kim B.
1/15/2026	DeSoto	DeSoto Coad Quarterly Meeting	Attendee: Kim B. & Antonio H.
1/20/2026	Cedar Hill	Cedar Hill Chamber of Commerce Annual Meeting	Attendee: Antonio H.
1/27/2026	Inland Port	BSWP Passing of the Gavel Luncheon	Attendee: Tommy H. & Kim B.
1/29/2026	Mesquite	Mesquite Chamber Luncheon 2023 Business Retention and Expansion Awards	Attendee: Kim B.
1/30/2026	-	TEX-21 Statewide Zoom Meeting	Presenter: Tommy H. & Kim B.
2/5/2026	Forney	Forney Chamber of Commerce Monthly Luncheon	Attendee: Kim B.
2/9/2026	Terrell	Terrell Chamber's 118th Membership Meeting & Industrial Recognition Luncheon	Attendee: Kim B. & Lisa S.
2/12/2026	DeSoto	State of the City Address	Attendee: Kim B.
2/12/2026	Cedar Hill	Cedar Hill Mayor State of the City Address	Attendee: Kim B. & Tommy H.
2/19/2026	Best Southwest	Dallas County District 3 Cities Meeting - City of Cedar Hill	Attendee: Kim B.
2/25/2026	Balch Springs	2026 Balch Springs EDC Business Summit	Sponsor/Attendee
2/25/2026	-	NCTCOG Recognition Award Event	Attendee: Tommy H. & Kim B.
2/25/2026	Terrell	Kiwanis Pancake Day	Placemat Sponsor
2/26/2026	Mesquite	Mesquite Chamber of Commerce Annual Meeting Lunch	Attendee: Kim B.
2/28/2026	Cedar Hill	A Night in Monte Carlo - CH Shares Food Pantry	Sponsor
3/4/2026	Inland Port	TMA Celebration	Attendee: Kim B. & Antonio H.
3/5/2026	Crandall	Crandall ISD Resource Fair	Marketing Booth
3/7/2026	Cedar Hill	Cedar Hill Block Party	Marketing Booth
3/9/2026	Mesquite	Mesquite Chamber Pop Up Brunch - World Cup 2026: A Business Opportunity for Dallas	Attendee: Kim B.
3/11/2026	-	March NCTCOG Regional Mobility Manager Meeting	Attendee: Kim B.
3/20/2026	Kaufman County	REACH Casino Night	Attendee
3/23/2026	Kaufman County	Kaufman County Day in Austin	Sponsor
3/23/2026	Duncanville	Duncanville EDC Board Meeting	Presenter: Tommy H. & Kim B.
3/27/2026	-	TEX-21 Statewide Zoom Meeting	Attendee: Tommy H.

**2.5 PUBLIC COMMENT FOR FARE INCREASES AND SERVICE CHANGES**

It is the policy of STAR Transit to solicit public outreach and public comment before raising fares or implementing a service change.

A public hearing is required prior to implementation of a fare increase or a service change. A service change is defined as a modification that affects twenty-five (25%) or more of a single route or twenty-five (25%) or more of all routes. Additional public involvement strategies, such as public meetings, neighborhood meetings, or other outreach to affected individuals will be implemented as appropriate to solicit public outreach and comment for consideration in advance of the public hearing. Public comments received will be compiled and considered prior to finalizing STAR Transit's recommendation to the transit board regarding a fare increase or service change. A summary of the public comments received will be provided as part of the staff report submitted to the transit board for the fare increase or service reduction in question.

The public hearing will be scheduled as part of a regular transit board meeting, and advertised broadly through the website, posters and flyers on buses. The hearing will also be advertised through targeted outreach to neighborhood groups or other organizations and individuals, as appropriate to the proposed change. Notices regarding the public hearing will be provided in both English and Spanish. STAR Transit will additionally post notice of the public hearing in the newspaper. The public hearing will consist of a staff report before the transit board, followed by public testimony

## 2.6 ADDITIONAL INFORMATION ON PROCESS FOR SOLICITING PUBLIC COMMENT ON SERVICE CHANGES

Proposed service changes are developed by STAR Transit staff. Once proposals are finalized, printed information is created that explains the proposed changes. These informational materials are placed on the buses and used as handouts at public informational meetings and hearings. Flyers and posters that direct interested individuals to these materials are also posted on the buses, at STAR Transit offices, at Transfer Centers, and are provided to facilities (libraries, senior communities, human service organizations, schools, etc.) which are likely to be impacted by the service changes.

Any interested individual is invited to make comments. Comments may be submitted in person at public information meetings and public hearings. They may also be submitted by mail and by Comment Card. In addition, comments may be submitted over the phone to STAR Transit's representatives, via email, and online via the website.

Information about scheduled public meetings is available via:

- Inside vehicles
- STAR Transit Board Meeting Agendas
- Posters in STAR Transit offices
- STAR Transit's website
- Appropriate venues, such as senior communities, human service organizations, and schools
- Email notification and/or social media

All comments received are reviewed by STAR Transit staff and considered in the final decisions. The goal of STAR Transit is to always provide the best possible service to the most current riders or potential riders. These comments can be voiced at the following address:

STAR Transit  
500 Industrial Blvd.  
P.O. Box 703  
Terrell, Texas 75160  
Phone – (469)-474-2309 Fax – (972) 563-0048  
[www.STARtransit.org](http://www.STARtransit.org)

This process will be in accordance with 49 USC Chapter 53, Federal Transit Laws, Section 5307 and FTA Circular 9030.1C, "Urbanized Area Formula Program: Grant Application Instructions."

## EXHIBIT A LIMITED ENGLISH PROFICIENCY PROGRAM

### Plan Summary

STAR Transit has developed this Limited English Proficiency Plan to help identify reasonable steps for providing language assistance to persons with limited English proficiency (LEP) who wish to access services provided. This plan outlines how to identify a person who may need language assistance, the ways in which assistance may be provided, staff training that may be required, and how to notify LEP persons that assistance is available.

In order to prepare this plan, STAR Transit used the four-factor LEP analysis which considers the following factors:

1. The number or proportion of LEP persons in the service area who may be served by the STAR Transit.
2. The frequency with which LEP persons come in contact with STAR Transit services.
3. The nature and importance of services provided by STAR Transit to the LEP population.
4. The resource available to STAR Transit and overall costs to provide LEP assistance.

The interpretation services available to STAR Transit and overall cost to provide LEP assistance. A summary of the results of the four-factor analysis is in the following section.

### Meaningful Access: Four-Factor Analysis

1. *The number or proportion of LEP persons in the service area who may be served are likely to require Star Transit services.*

STAR Transit's staff reviewed the U.S. Census Bureau 2024 Report—and determined that 196,772 persons in STAR Transit's service area [26.8%] of the population speak a language other than English. Of those 196,772 persons approximately 51,148 [26%] have limited English proficiency; that is, they speak English "not well" or "not at all", this is only a 7% of the overall population in the service area. In STAR Transit's service area, of those persons with limited English proficiency, 38,361 speak Spanish, and 12,787 speak Asian or other Pacific Islander Languages.

2. *The frequency with which LEP persons come in contact with STAR Transit services.*

STAR Transit staff reviewed the frequency with which the board/council, office staff and bus/van drivers have, or could have contact with LEP persons. This includes documenting phone inquiries or office visits. To date, STAR Transit has had daily requests for phone interpreters and no requests for translated program documents. The board/council, office staff and bus/van drivers have weekly contact with LEP persons.

3. *The nature and importance of services provided by STAR Transit to the LEP population.*

There is no large geographic concentration of any type of LEP individuals in the service area for STAR Transit. The overwhelming majority of the population of 73.2%, speak only English. As a result, there are few social, service, professional and leadership organizations within STAR Transit service area that focus on outreach to LEP individuals. Based on the attendance history of STAR Transit's Board of Directors meetings, the Board of Directors are not likely to encounter LEP individuals. STAR Transit's office staff and bus/van drivers are most likely to encounter LEP individuals through bus/van rides, office visits, and phone conversations. Bus/Van rides are the

core function of STAR Transit and therefore this service is important to LEP individuals.

4. *The resource available to STAR Transit and overall costs to provide LEP assistance.*

STAR Transit reviewed its available resources that could be used for providing LEP assistance, which of its documents would be most valuable to be translated if the need should arise and utilizes its bilingual employees for Spanish translation if needed. Other language translation, if needed could be provided through a telephone interpreter line for which STAR Transit could pay a fee.

**Language Assistance**

A person who does not speak English as their primary language and who has a limited ability to read, write, speak or understand English may be a Limited English Proficient person and may be entitled to language assistance with respect to STAR Transit services. Language assistance can include interpretation, which means oral or spoken transfer of a message from one language into another language and/or translation, which means the written transfer of a message from one language into another language.

STAR Transit staff may identify an LEP person who needs language assistance by the following:

- Post notice of LEP Plan and the availability of interpretation or translation services free of charge in languages LEP persons would understand.
- All STAR Transit staff will be informally surveyed periodically on their experience concerning any contacts with LEP persons during the previous year.
- When the STAR Transit sponsors an informational meeting or event, an advanced public notice of the event should be published including special needs related to offering a translator (LEP) or interpreter (sign language for hearing impaired individuals). Additionally, a staff person may greet participants as they arrive. By informally engaging participants in conversation, it is possible to gauge each attendee's ability to speak and understand English. Although translation may not be able to be provided at the event it will help identify the need for future events.

**Language Assistance Measures**

Although there is a very low percentage in STAR Transit of LEP individuals, that is, persons who speak English "not well" or "not at all", it will strive to offer the following measures:

- STAR Transit staff will take reasonable steps to provide the opportunity for meaningful access to LEP clients who have difficulty communicating English.
- The following resources will be available to accommodate LEP persons:
  - Employee or Volunteer interpreters for the Spanish language are available and will be provided within a reasonable time period.
  - Language interpretation will be accessed for all other languages through a telephone interpretation service.

## Staff Training

The following training will be provided to all staff:

- Information on the Title VI Policy and LEP responsibilities.
- Description of language assistance services offered to the public.
- Use of the "I Speak" cards when at public meetings.
- Documentation of language assistance requests.
- How to handle a potential Title VI/LEP complaint?

All contractors or subcontractors performing work for STAR Transit will be required to follow the Title VI/LEP guidelines.

Although publication of critical documents is not required, STAR Transit will practice in good faith to provide the community with translated critical documents in Spanish or as requested.

## Monitoring

*Monitoring and Updating the LEP Plan* - STAR Transit will update the LEP Plan as required. At a minimum, the plan will be reviewed and updated every three (3) years or when it is clear that higher concentrations of LEP individuals are present in the STAR Transit service area using the U.S. Census Bureau Quick Facts. Updates will include the following:

- The number of documented LEP person contacts encountered annually.
- How the needs of LEP persons have been addressed?
- Determination of the current LEP population in the service area.
- Determination as to whether the need for translation services has changed.
- Determine whether local language assistance programs have been effective and sufficient to meet the need.
- Determine whether STAR Transit's financial resources are sufficient to fund language assistance resources needed.
- Determine whether STAR Transit fully complies with the goals of this LEP Plan.
- Determine whether complaints have been received concerning the agency's failure to meet the needs of LEP individuals.
- Maintain a Title VI complaint log, including LEP to determine issues and basis of complaints.

## Dissemination of the STAR Transit LEP Plan

- Post signs at conspicuous and accessible locations notifying LEP persons of the LEP Plan and how to access language services.
- State on agendas and public notices in the language those LEP persons would understand that documents are available in that language upon request at 877-631-5278.

The need for interpreters, to date, has been minimal. STAR Transit's use of bilingual employees has been timely and effective. STAR Transit intends to continue this practice until demand warrants the funds required to formalize and expand the interpreter service.

Dispatch staff will be informed of our LEP objectives and the names and phone numbers of bilingual employees and other persons and organizations willing to assist if interpretation is necessary.

Our main goal is to fulfill the LEP's language service needs.

STAR Transit Employees Who Can Assist in Spanish Language Communication is:

*Amalia Meza – Reservationist, Ext: 423*

Star Ramirez – Reservationist, Ext: 420

Cynthia Salas – Reservationist, Ext: 405

If any other language is required, please contact 877-631-5278 and an interpreter will be found for the language requested.

## EXHIBIT B TITLE VI NOTICE TO THE PUBLIC

A Title VI Notice to the Public will be displayed to inform STAR Transit's clients of their rights under Title VI. STAR Transit will post the notice on the agency's website and in public areas of the agency's office(s), including the reception desk, and on transit vehicles (e.g., buses, etc.). Notice should be provided in English and in any other language(s) spoken by LEP populations that meet the Safe Harbor Threshold.

At a minimum, this statement in the Notice-"If information is needed in another language, then contact [phone number



### TITLE VI NOTICE TO THE PUBLIC

- STAR Transit operates its programs and services without regard to race, color, and national origin in accordance with Title VI of the Civil Rights Act. Any person who believes she or he has been aggrieved by any unlawful discriminatory practice under Title VI may file a complaint with STAR Transit.
- For more information on STAR Transit's Civil Rights Program, and the procedures to file a complaint, contact 469-474-2309; email Title VI Complaint to [telliott@STARtransit.org](mailto:telliott@STARtransit.org); or visit our Operations Center at 500 Industrial Blvd., Terrell, TX 75160. For more information, visit [www.STARtransit.org](http://www.STARtransit.org).
- A complainant may file a complaint directly with the Federal Transit Administration by filing a complaint with the Office of Civil Rights, Attention: Title VI Program Coordinator, East Building, 5<sup>th</sup> Floor-TCR, 1200 New Jersey Ave., SE, Washington, DC 20590
- A person may file a complaint with Texas Department of Transportation at TXDOT Civil Rights Division/Attn: Title VI Program Administrator, 125 E. 11<sup>th</sup> Street, Austin, TX 78701.
- If you need information in another language, large print, or braille, please call 877-631-5278. Si necesita información en un otro idioma, llame al 877-631-5278.

This notice is posted in the following locations:  
STAR Transit Operations Center; 500 Industrial Blvd., Terrell, TX 75160, in STAR Transit vehicles and  
[www.STARtransit.org](http://www.STARtransit.org).

## EXHIBIT C TITLE VI APPEALS PROCESS AND COMPLAINT FORMS

If you feel that your accommodation request and/or access to public transportation was denied, based on race, color or national origin, you may file a complaint through the following processes no later than 180 days after the date of the alleged discrimination:

- *Submit a Title VI Complaint Form*
- *Phone the Title VI Complaint Coordinator at 469-474-2309.*
- *Fax written complaint to 972-563-0048.*
- *E-mail the Title VI Complaint Coordinator at email [telliott@STARtransit.org](mailto:telliott@STARtransit.org)*
- *Mail written complaint to STAR Transit, Title VI Complaint Coordinator, and P.O. Box 703, Terrell, TX 75160.*
- *File a complaint with TxDOT Civil Rights Division/Attn: Title VI Program Administrator: 125 E 11th Street, Austin, TX 78701*
- *A complainant may file a complaint directly with the Federal Transit Administration by filing a complaint with the Office of Civil Rights, Attention: Title VI Program Coordinator, East Building, 5th Floor-TCR, 1200 New Jersey Ave., SE, Washington, DC 20590*
- *A complaint form can be located at 500 Industrial Blvd, Terrell, TX 75160 and/or requested from a driver or at [www.STARtransit.org](http://www.STARtransit.org).*
- *If you need information in another language, please call 877-631-5278.*
- *Si necesita información en un otro idioma, llame al 877-631-5278.*

The Title VI Complaint Coordinator will contact the applicant and/or representatives within ten (10) calendar days of request. The Title VI Complaint Coordinator will contact the complainant in writing for additional information, if needed to investigate the complaint. A Public Transportation Coordinator (PTC) will be notified within ten (10) business days of receiving a complaint. If the complainant fails to provide the requested information in five (5) business days, the Title VI Complaint Coordinator may administratively close the complaint. The applicant can waive personal appearance in preference of a phone review followed by written determination. The applicant may submit documents or other information to be included with the record and considered in the review process.

The Executive Director and the Title VI Complaint Coordinator will investigate the complaint and make a determination within thirty (30) calendar days of receipt of the complaint or within thirty (30) calendar days of receiving requested additional information. Formal investigation of the complaint will be confidential and will include, but is not limited to, details of the specific incident, frequency and dates of occurrences and names of any witnesses. Customer will be notified of resolution accompanied with a written report including a summary description of the incident, findings, and recommendations.

If the complainant is not satisfied with the resolution, an appeal process is available. An appeal request for review of a determination of unlawful denial of access or accommodation to public transportation must be filed, in writing, within sixty (60) calendar days of receiving the resolution report. The written appeal must include the customer's name, address, and telephone contact number. A statement of reason(s) why the applicant believes the denial of accommodation request or access to public transportation was inappropriate is recommended.

A record of the review will be kept by the Title VI Complaint Coordinator. If the complaint is not resolved by STAR Transit staff, it may be taken to the STAR Transit Board for an appeal and final decision on what action, if any shall be taken in response to the complaint and the complainant will be notified. If the matter cannot be resolved, the complainant will be informed of his/her right to appeal to:

Federal Transit Administration – Office of Civil Rights  
Attention: Title VI Program Coordinator, East Building, 5th Floor -TCR 1200 New Jersey Ave., SE.  
Washington, DC 20590

Texas Department of Transportation - Civil Rights Division  
Attention: Title VI Program Administrator  
125 E. 11<sup>th</sup> Street, Austin, TX 78701

Anyone needing special accommodation may contact the Title VI Complaint Coordinator at 469-474-2309 for assistance. If you need information in another language, please call 877-631-5278. Si necesita información en un otro idioma, llame al 877-631-5278.

The right of the appellant to a prompt and equitable resolution of the complaint must not be impaired by the appellant's pursuit of other remedies, such as filing of a complaint with the Department of Justice or other appropriate federal agency or the filing of a suit in state or federal court. Use of this procedure is not a prerequisite to the pursuit of other remedies.

#### **DISPOSITION OF COMPLAINTS**

- *Sustained Complaints*- If the complaint is substantiated, this policy and procedure prohibiting discrimination will be reviewed with the offender. Appropriate disciplinary action and/or training will be taken pursuant to STAR Transit's disciplinary procedures.
- *Un-sustained Complaints*- If there is insufficient evidence to either prove or disprove the allegation(s); both parties to the complaint will be informed of the reason(s) for this disposition.
- *Unfounded Complaint*- If it is determined that an act pursuant to this policy/procedure did not in fact occur, a finding of unfounded shall be made.
- *Exonerated Complaints*- If it is determined that an act reported pursuant to this policy/procedure did in fact occur but was lawful and proper within the guidelines established herein, a finding of exonerated shall be made.

Title VI of the 1964 Civil Rights Act requires that "No person in the United States shall, on the ground of race, color or national origin, be excluded from participation in, be denied the benefits of, or be subjected to discrimination under any program or activity receiving federal financial assistance."

The following information is necessary to assist us in processing your complaint. Should you require any assistance in completing this form, please let us know.

### TITLE VI COMPLAINT FORM

**Section I:**

Name: \_\_\_\_\_

Address: \_\_\_\_\_ Telephone (Work) \_\_\_\_\_

Telephone (home) \_\_\_\_\_

Electronic Mail Address: \_\_\_\_\_

Accessible Format Requirements:

Large Print	Audio Tape	
TDD	Other	

**Section II:**

Are you filing this complaint on your own behalf? Yes\*  No

If you answered "yes" to this question, proceed to Section III

If not, please supply the name and relationship of the person for whom you are complaining \_\_\_\_\_

Please explain why you have filed for a third party: \_\_\_\_\_

Please confirm that you have obtained the permission of the aggrieved party if you are filing on behalf of a third party Yes  No

**Section III:**

I believe the discrimination I experienced was based on (Check all that apply):

Race                       Color                       National Origin

Date of Alleged Discrimination (Month, Day, Year): \_\_\_\_\_

Please explain as clearly as possible what happened and why you believe you were discriminated against. Describe all persons who were involved. Include the name and contact information of the person(s) who discriminated against you (if known) as well as names and contact information of any witnesses. If more space is needed, please attach additional paper(s).

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

**Section IV:**

Have you previously filed a Title VI complaint with this agency? Yes  No

**Section V:**

Have you filed this complaint with any other Federal, State, or local agency, or with any Federal or State court?  
 Yes                       No

If yes, check all that apply:

Federal Agency: \_\_\_\_\_

State Agency: \_\_\_\_\_

Federal Court: \_\_\_\_\_

Local Agency: \_\_\_\_\_

State Court: \_\_\_\_\_

Please provide information about a contact person at the agency/court where the complaint was filed.
Name:
Title:
Agency:
Address:
Telephone:
<b>Section VI:</b>
Name of agency complaint is against:
Contact Person:
Title:
Telephone:

You may attach any written material or other information that you think is relevant to your complaint.

Signature and Date required below

\_\_\_\_\_  
Signature

\_\_\_\_\_  
Date

Please submit this form to the address below:  
STAR Transit, Title VI Complaint Coordinator, P.O. Box 703, Terrell, TX 75160. You may also fax a complaint form to 972-563-0048 or scan and e-mail to [telliott@STARtransit.org](mailto:telliott@STARtransit.org).

*If you need information in another language, please call 877-631-5278.*

**EXHIBIT D LIST OF TRANSIT-RELATED TITLE VI INVESTIGATIONS, COMPLAINTS, AND LAWSUITS**

STAR Transit shall prepare and maintain a list of any of the following that allege discrimination on the basis of race, color, or national origin:

- Active investigations conducted by FTA and entities other than FTA;
- Lawsuits; and
- Complaints naming the recipient.

This list shall include the date that the transit-related Title VI investigation, lawsuit, or complaint was filed; a summary of the allegation(s); the status of the investigation, lawsuit, or complaint; and actions taken by the recipient in response, or final findings related to the investigation, lawsuit, or complaint. This list shall be included in the Title VI Program submitted to FTA every three years.

CHECK ONE:

There have been NO investigations, complaints, and/or lawsuits filed against us during the report period.

There have been investigations, complaints and/or lawsuits filed against us. See list below.

	DATE	SUMMARY (INCLUDE BASIS OF COMPLAINT, RACE, COLOR, OR NATIONAL ORIGIN)	STATUS	ACTION(S) TAKEN
Investigations				
1.				
2.				
Lawsuits				
1.				
2.				
Complaints				
2.				

**EXHIBIT E TABLE DEPICTING MINORITY REPRESENTATION ON COMMITTEES AND COUNCIL**

A. Minority Representation Table

Governing Body	Caucasian	Hispanic or Latino	Black or African American	Asian American	Native Hawaiian or Other Pacific Islander	Other Single Race	Two or More Races
Population	30% (245,735)	29% (239,776)	28% (231,488)	2% (18,411)	.001% (500)	.01% (6,689)	11% (89,600)
Primary Board Members	1	2	4	0	0	0	0
Alternate Board Members	2	1	1	1	0	0	0
Non-Elected Officials	2	1	2	1	0	0	0

B. Efforts to Encourage Minority Participation

STAR Transit understands diverse representations on committees, councils, and boards results in sound policy reflective of its entire population. As such, STAR Transit encourages participation of all its citizens. As vacancies on board becomes available, STAR Transit will make efforts to encourage and promote diversity. To encourage participation on its board, STAR Transit will continue to reach out to community, ethnic and faith-based organizations, and businesses to connect with all populations. In addition, STAR Transit will create ways to make participating realistic and reasonable. Such as, the scheduling of meetings at times best suited to its members and providing transportation, if needed, for its members.

STAR Transit currently has six (6) members on the Board of Directors that are non-elected officials and currently there is two (2) openings to serve as Alternate Member Place 2, and 7.

**EXHIBIT F TITLE VI SERVICE STANDARDS**

**VEHICLE LOAD STANDARDS**

The average of all loads during the peak operating period should not exceed vehicles' achievable capacities.

Vehicle Description	Type	Seated	Seating with W/C On Board	W/C Space
Raised-roof van w/ lift	1	4-7	4	1
Small LD Cutaway	2	11-14	7-10	2
Regular LD Cutaway (158" wb)	3	18-21	14-17	2
Large LD Cutaway (176" wb)	3	24-28	24-26	2

**VEHICLE HEADWAY STANDARDS**

Scheduling involves the consideration of a number of factors including ridership productivity, transit/pedestrian friendly streets, density of transit-dependent population and activities, relationship to NCTCOG's Metropolitan Transportation Plan, relationship to Dallas Area Rapid Transit, land use connectivity, and transportation demand management.

WEEKDAY	PEAK	BASE	EVENING	NIGHT
101 Midtown Express	60	60	60	-

**ON TIME PERFORMANCE STANDARDS**

A vehicle is considered on time if it departs a scheduled time point no more than one (1) minute early and no more than five (5) minutes late. STAR Transit's on time performance objective is ninety percent (90%) or greater. We are meeting the ninety percent (90%) objective, within the 1 minute (1) minute early and no more than five (5) minutes late.

**SERVICE AVAILABILITY STANDARDS**

Local stops will be no more than one-half (1/2) to three-quarters (3/4) of a mile apart.

**EXHIBIT G TITLE VI SERVICE POLICY**

**VEHICLE ASSIGNMENT POLICY**

Vehicle assignments consider the operating characteristics of vans/buses, which are matched to the operating characteristics of service for the area. Local routes or daily schedules that have lower mileage than rural locations will most likely have the higher mileage vehicles. Assignment of vehicles with higher mileage to local routes or daily schedules that have lower mileage does not create a disparate impact based on race, color, or national origin.

**TRANSIT AMENITIES POLICY**

Installations of amenities along routes are based on the number of passengers boarding at stops and stations along those routes.

**EXHIBIT H TITLE VI (FACILITY LOCATION) EQUITY ANALYSIS**

Completed By		
<b>Name:</b>	<b>Signature:</b>	<b>Date:</b>

STAR Transit	
<b>Facility Type</b>	
<b>Site Location Address:</b>	
<b>Project Description</b>	
<b>Project Timeline</b>	
<b>Analysis of Site location</b> <i>Compare the equity impact of various site alternatives</i>	
<b>Site Justification</b>	
<b>Outreach Activities</b> <i>List outreach methods used to engage persons potentially impacted by the facility site</i>	

**Notes:**

The definition of "facility" includes storage facilities, maintenance facilities and operation centers. For purposes of this requirement, "facilities" does not include bus shelters, transit stations, power substations, as these are transit amenities and evaluated during project development and the NEPA process.

The Title VI equity analysis must occur before the selection of the preferred site.

If the recipient determines that, the location of the project will result in a disparate impact on the basis of race, color, or national origin. The recipient may locate the project in that location, if there is a substantial legitimate justification for locating the project there, and where there are no alternative locations that would have a less disparate impact on the basis of race, color, or national origin.

No facilities have been sited or constructed to the date of the program submission.

**EXHIBIT I LETTER ACKNOWLEDGING RECEIPT OF TITLE VI COMPLAINT**

Today's Date

Complainants' Name  
Street Address  
City, State, Zip Code

Reference:

Dear Complainant:

This letter is to acknowledge receipt of your complaint against STAR Transit for above referenced. The investigation of complaint is being reviewed and a determination will be made within 30 calendar days of receipt of complaint. You will be notified of resolution accompanied with a written report including a summary description of the incident, findings and recommendations.

If you have additional information you wish to convey or questions concerning this matter, please feel free to contact this office by telephoning 469-474-2309, emailing [telliott@STARtransit.org](mailto:telliott@STARtransit.org) or write us at:

STAR Transit  
Attn: Title VI Coordinator  
P.O. Box 703  
Terrell, TX 75160

Sincerely,

STAR Transit  
Title VI Coordinator

**EXHIBIT J LETTER OF VIOLATIONS (FINDINGS)**

Today's Date

Complainants' Name  
Street Address  
City, State, Zip Code

REFERENCE:

Dear Complainant:

Violation(s) of Title VI of the Civil Rights Act of 1964, including those mentioned in your letter, have been identified. A written report including a summary description of the incident, findings and recommendations are enclosed with this letter. Efforts are forgoing to correct these deficiencies.

Thank you for bringing this important matter to our attention. You were extremely helpful during our review of the matter. If a hearing is requested, the following sentence may be appropriate. You may be hearing from this office, or from Federal Authorities, if your services should be needed during the administrative hearing process.

Sincerely,

STAR Transit  
Title VI Coordinator

**EXHIBIT K      NOTIFICATION LETTER TO COMPLAINANT OF NO FINDINGS**

Today's Date

Complainants' Name  
Street Address  
City, State, Zip Code

REFERENCE:

Dear Complainant:

The matter referenced above against STAR Transit has been investigated.

The results of the investigation did not indicate that the provisions of Title VI of the Civil Rights Act of 1964 have in fact been violated. As you know, Title VI prohibits discrimination based on race, color, or national origin in any program receiving Federal Financial Assistance.

STAR Transit has analyzed the materials and facts pertaining to your case for evidence of STAR Transit's failure to comply with any of the Civil Rights Laws. There was no evidence found that any of the laws have been violated. A written report including a summary description of the incident, findings and recommendations are enclosed with this letter for you records.

This letter is to inform you that your complaint has not been substantiated, and that STAR Transit is closing this matter in our files.

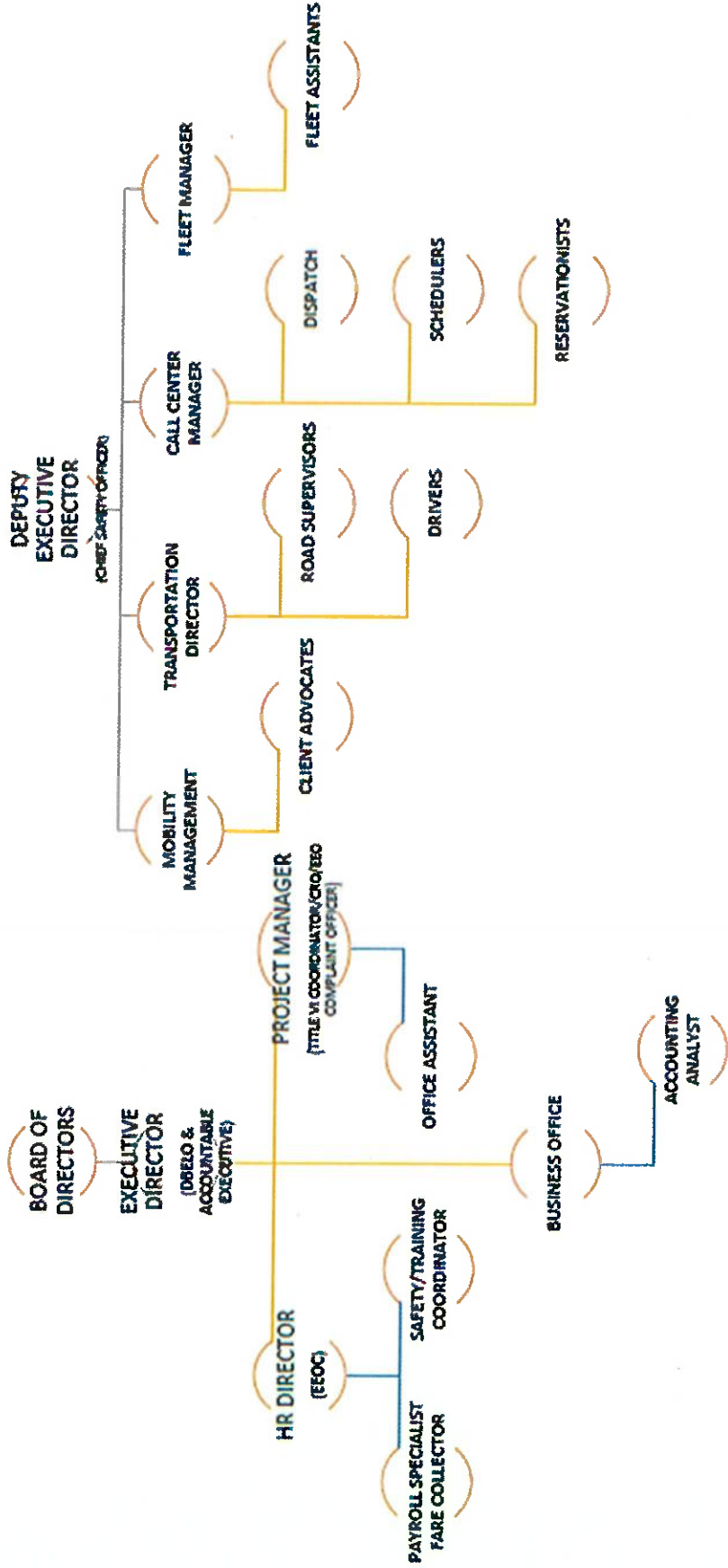
You have the right to appeal against this decision within 60 calendar days of the incident. The written appeal must include your name, address, and telephone contact number with a statement of reason(s) why you believe the denial of accommodation request or access to public transportation was inappropriate is recommended.

Thank you for contacting STAR Transit. If I can be of assistance to you in the future, please do not hesitate to contact me.

Sincerely,

STAR Transit  
Title VI Coordinator

EXHIBIT L ORGANIZATIONAL CHART



**EXHIBIT M TITLE VI NONDISCRIMINATION STATEMENT**



**Title VI Nondiscrimination Statement**

STAR Transit, as a sub recipient of Federal financial assistance is committed to ensuring that no person on the basis of race, color, religion, national origin, sex, age or disability, as protected by Title VI of the 1964 Civil Rights Act (42 USC Section 2000d, et. Seq.), and 49 CFR Part 21, both as explained in Federal Transit Administration (FTA) Circular 4702.1A, shall be excluded from participation in, be denied the benefits of, or be otherwise subjected to discrimination or retaliation in any federally or non-federally funded program or activity administered by STAR Transit and/or its contractors.

A handwritten signature in black ink, appearing to read "Tommy Henricks", written over a horizontal line.

Tommy Henricks, Executive Director  
STAR Transit



**Mención de título VI de No Discriminación**

STAR Transit , Como receptor de asistencia financiera Federal sub se compromete a no negar a ninguna persona sobre la base de raza, color, religión, origen nacional, sexo, edad o discapacidad, como protegido por el título VI de la ley de derechos civiles de 1964 (42 USC sección 2000 d, et. Seq.), y 49 CFR parte 21, tanto como se explica en el tránsito Federal administración (FTA) 4702.1A Circular, será excluidos de la participación en, ser negado los beneficios de o se esté sometido a discriminación o represalia en cual quier programa de gobierno federal o programa o actividad administrada por STAR Transit o sus contratistas.

A handwritten signature in black ink, appearing to read "Tommy Henricks", written over a horizontal line.

Tommy Henricks, Director Ejecutivo  
STAR Transit